

St Stephen Parish Council

Administrative Officer – Job Description

Status: 37 hours per week to include covering core office hours (Mon-Fri)

Timing of work: Actual hours to be discussed and agreed; some occasional evening or weekend work may be required, with time off to be taken in lieu

Salary: £25,878–£27,852 (SCP 15–19) (pay award pending) + £637 Outer London Fringe Allowance; it is normal to appoint at the lower end of the scale

Responsible to: Clerk and Assistant Clerk

Line management responsibilities: None

Location: Working from office locations within the Parish (currently Parish Centre, Bricket Wood, and Greenwood Park Community Centre, Chiswell Green); ability to travel between sites required

Overall purpose of the job: Providing expert, efficient and flexible administrative support to the Parish Council

Main duties and key responsibilities

Duties include but are not limited to the following.

1. Administrative duties

- Assisting with the planning and management of events
- Reception tasks, including dealing with enquiries from members of the public
- Engaging with external organisations
- Monitoring and purchasing Council assets and services
- Managing the Council's website, social media accounts and other communication channels
- Database management in compliance with Data Protection regulations
- General administrative support

2. Financial administration

- Tasks associated with customer and supplier accounts, purchase & sales invoices, payment receipt, debt chasing, purchase orders, bank payments and receipts, monthly bank reconciliations, card charges and card payment reader charges

3. Teamwork and customer relations

- Fostering constructive and cooperative working relationships and effective communication within the Council
- Participating in team discussions, 1 to 1 supervisory meetings and H&S meetings
- Adhering to all Council policies and procedures including but not limited to, those for Equalities, Human Resources and Health & Safety

4. Other

- Other duties commensurate with the level of the post and job description as required by the Council from time to time.

Person Specification: Administrative Officer

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
SKILLS / ABILITIES	<ul style="list-style-type: none"> • Excellent general computer literacy with a good knowledge of the Windows environment and its applications, especially Word, Excel and Outlook • Methodical approach, and ability to maintain accurate data systems • Highly organised; able to plan and complete work unsupervised, including working under pressure and to tight deadlines • Good communication skills, both verbal and written • Willingness to learn new skills as systems and needs develop, and adapt easily to changing processes 	<ul style="list-style-type: none"> • Experience of using financial management software such as Sage 50
KNOWLEDGE	<ul style="list-style-type: none"> • Excellent numeracy and financial awareness • Health and Safety at work • Equal Opportunities 	
QUALIFICATIONS / TRAINING (Verification will be required if called for interview)	<ul style="list-style-type: none"> • GCSE/ NVQ English and Maths, or equivalent ability 	<ul style="list-style-type: none"> • Training in Data Protection
EXPERIENCE	<ul style="list-style-type: none"> • Working collaboratively in an office environment • Customer service experience 	<ul style="list-style-type: none"> • Working in Local Government
QUALITIES	<ul style="list-style-type: none"> • Punctual, reliable and able to work effectively as part of a small team • Attention to detail and accuracy • Strong interpersonal skills • Polite and friendly attitude to dealing with the public • Adaptable approach and willingness to undertake continuous learning and training • Enthusiasm and self-motivation • Good time-management, work-planning, organisational skills and a flexible approach • Reliable, honest and conscientious • Ability to plan and complete work unsupervised 	
SPECIAL CONDITIONS	<ul style="list-style-type: none"> • Willingness to undertake some evening, weekend and Bank Holiday working as part of the normal conditions of service for which time off in lieu will be provided 	